

Abstract of the Disclosure

In a database for a transaction service, a data entity describing a
5 reservable service (reservable) is provided, the reservable comprising an
indication of a service to be performed; a time line for the service, which
describes time intervals in which the service may be performed over an
extended time period and, an indication of the time duration required for
performing the service. In the same database, a second data entity
10 describing an engaged reservable service (service engagement) is provided,
the second data entity borne of attributes of the first described entity. The
service engagement comprises an indication of a service to be performed; a
date, a time and a site for the service to be performed; an indication of a
customer having engaged the reservable service thereby forming the service
15 engagement, and an indicator that the second entity is an engagement to be
consummated at a future time. In preferred embodiments, both entities of
the database are implemented therein as XML expressions. Reservables are
searched out in the database for matching with received customer requests in
the process of forming the service engagements identifying reservables,
20 which are no longer available in whole or in portion thereof.